End of Sale Notice: Updated

Notification Date: May 31, 2011
Revision Date: June 25, 2012
Effective Date: October 1, 2012 (revised from March 1, 2012)
Subject: End of New System Sales – Avaya Business Communications Manager 50 and Business Communications Manager 450
Region: Global

Revision History

Revision Date	Reason for Change
January 9, 2012	Extension of BCM End of Sale to Oct 1, 2012
June 25, 2012	Reinforcement of BCM End of Sale dates.

Update Reason

Avaya would like to reinforce that End of Sale (EoS) of new systems of Avaya Business Communications Manager 50 (BCM 50) and Avaya Business Communications Manager 450 (BCM 450) products will be on Oct 1, 2012 as announced previously.
The change in the SRG50 End of Sale timeline does not impact the BCM50 and BCM450 End of Sales dates.

Summary

Avaya IP Office Release 7.0 completed the convergence of Avaya BCM and Norstar, providing significant investment protection to customers by offering the ability to migrate the majority of the BCM/Norstar phones to IP Office. With the launch of Avaya IP Office Release 8.0 and 8.1, Avaya is now offering a significant amount of new innovative features and capabilities to all BCM and Norstar customers that upgrade to IP Office, including market leading mobile call control for Android devices and enhanced integration with business applications like Microsoft® Outlook and Salesforce.com®
While our IP Office roadmap ahead is exciting and compelling for existing legacy customers to adopt, we are hearing from customers and partners that more time to drive the transition will create more opportunity. To better support those needs, Avaya is announcing an additional seven month extension of the End-of-Sale (EoS) date for new systems of Avaya Business Communications Manager 50 (BCM 50) and Avaya Business Communications Manager 450 (BCM 450).

The final EoS will be effective October 1, 2012, or while supplies last.

Products required to upgrade, expand and maintain existing BCM systems will continue to be offered for another three (3) years to October 1, 2015. This includes software authorization codes, terminals, media bay modules, expansion units, replacement parts, and upgrades to the latest release (BCM R6.0).

Avaya will make every effort to have supply of these products available for all orders, but cannot guarantee product availability through their End of Sale dates. Avaya reserves the right to manage and/or limit order quantities, or to cancel orders if supply is no longer available. Customer orders will be fulfilled on a first-in, first-out basis. If supply is exhausted prior to the targeted End of Sale dates in this notice, Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems.

Transition Summary

- Effective October 1, 2012, the codes listed in the *Discontinued Order Codes* section of this document will be withdrawn from sale.
- Subject to availability, the last date for orders to be placed for these products is September 28, 2012. Thereafter, these codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs.
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- **Avaya will provide hardware *and* software Manufacturer's Support**, including technical support, repairs, software bug fixes, upgrades, and expansions, for three (3) years after the EoS date until October 1, 2015 for the BCM 50 and BCM 450 portfolio. The three (3) year Manufacturer's Support will be provided for the last shipping BCM release, which is release 6.0. Please refer to BCM Product Lifecycle Update bulletin for previous releases.
- **Avaya will further provide hardware *and* software Extended Services Support**, including technical support, availability of existing patches and documentation, repair services, for three (3) years (October 1, 2018) after the Manufacturer's Support period.
- BCM products which remain available for purchase for upgrades, expansions and maintenance until the End of Manufacturer Support on October 1, 2015 will directly transition into the Extended Manufacturer Support phase on October 1, 2015. Avaya will honor the regular warranty provided for these products.

Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a number of solutions that can meet varying customer requirements. These solutions will enable even the largest and diverse BCM customer to grow their business.

Many customers are happy with their BCM systems and do not want to change. Avaya is committed to providing Manufacturer's Support on hardware and software for an additional three (3) years after the End of Sale Date (October 1, 2015) and an additional three (3) years of extended services support, for a total of six (6) years of support after the EoS of new systems on October 1, 2012. Further, BCM customers have the added benefit of leveraging the Manufacturer's Support period to expand or upgrade their systems, thereby enabling them to retain their solution for the foreseeable future.

1. **Upgrade to Avaya IP Office:** IP Office Release 7.0 introduced a number of features to enable an easy convergence from BCM to the IP Office platform. Avaya provides significant investment protection for current BCM customers by providing support for BCM digital (M7000 and T7000 series) and IP phones (1100 and 1200 series) on the IP Office. Using the new TCM8, DS16A, or DS30A Digital Station modules, the very popular T7000 Series Digital Deskphone (BST) can easily be moved to a new IP Office System and will provide the user a very similar feature set and usability. The DS16A and DS30A modules are equipped with the RJ21 connector to minimize the rewiring required when upgrading from BCM to IP Office. The new IP Office wall mount solution with cable management enables clean and easy wall mount installation similar to the BCM50.

The Avaya Data Migration Manager (DMM) simplifies upgrade from BCM to IP Office by providing the opportunity to migrate the core configuration data, voicemail files and auto attendant files End of Sale Notice – Business Communications Manager 50/450 January 11, 2012 from the BCM to IP Office. IP Office Release 7.0 provides a strong multi-site network solution to create a seamless network of up to 32 IP Office systems from any location, and private SIP trunking can be used to connect IP Office systems to a network of existing BCM systems.

IP Office also introduced two new lines of paperless phones, the digital 9504 and 9508 phones as well as the 9608, 9621G and 9641G IP phones. All of those phones have larger LCD screens with electronically labeled keys providing convenient reprogramming, low installation effort and low total cost of ownership. Additionally, a new line of superior audio quality conference phones have been added. The Avaya B100 line of Conference Phones is suitable for midsize and large conference room. The B100 Series offers flexible connectivity options with both SIP and Analog connections.
For smaller customers with less than 20 users, IP Office provides simplified installation that speeds customer installation times and reduces costs, driving a lower total cost of ownership (TCO). With streamlined management tools – built specifically for the sub-20 employee segment - and support for the new 9504 and 9508 sets, IP Office is the solution of choice for existing PARTNER® ACS or Norstar customers looking to upgrade.

2. **Upgrade to Avaya B5800 Branch Gateway:** Avaya recently launched the new Avaya Branch Gateway B5800, which provides feature rich integration with Avaya Aura® components including Avaya Aura System Manager and extends the Avaya Aura centralized applications out to users in a branch office. Examples of these applications include Avaya Aura Messaging, Avaya Aura Conferencing, etc. The B5800 supports a mix of analog, digital and SIP in distributed mode.

   With B5800 Release 6.2, the B5800 will provide existing BCM customers support for their current BCM digital and IP phones. Additionally, this release will support the Avaya Data Migration Manager (DMM) tool to allow migration of the core configuration data, voicemail files and auto attendant files from the BCM to the B5800. The B5800 will provide interoperability with existing CS1000 and BCM networks, and is an ideal solution for large enterprises with BCM networks which require centralized management and integration into the feature-rich Avaya Aura environment.

Discontinued Order Codes

Beginning October 1, 2012, the following codes will no longer be orderable from Avaya:

Business Communications Manager 50		
PEC	**CPC**	**Description**
NT9T6506E5	N0223075	BCM50 6.0 (no power cord included)
NT9T6506BBNA	N0223074	BCM50 6.0 North American Base System Bundle -Power Cord included
NT9T6541E5	N0223076	BCM50b 6.0 (no power cord included)

Business Communications Manager 450		
PEC	**CPC**	**Description**
NTC03100SWE6	N0223094	Global BCM450 6.0 Standard Base System
NTC03100TWE6	N0223095	Global BCM450 6.0 Redundant Base System - includes a BCM450 6.0 system equipped with redundant disks (with RAID active) redundant power supply and redundant fans
NTC06601BUE6	N0223107	BCM450 6.0 Standard System and NA Power Cord Bundle
NTC06611BUE6	N0223113	Global BCM450 6.0 Redundant Base System and NA power cord bundle - includes a BCM450 6.0 system equipped with redundant disks (with RAID active) redundant power supply and redundant fans together with a North American power cord

Marketing Bundles – North America		
PEC	**CPC**	**Description**
BCM50		
NTBU1228	N0169385	BCM50 Digital Expansion Bundle containing Expansion Unit, Digital Trunk MBM, Expansion Port Auth Code and 20 Seats of Voice Mail.
NTBU4174	N0223085	NA BCM50 6.0 (4x8x2x2 IP with VM8) Bundle. North American Power Cord included.
NTBU4184	N0223087	NA BCM50 6.0 IP Bundle (4x0x2x8 IP with VM8) Bundle. North American Power Cord included.
BCM450		
NTC06602BUE5	N0223108	NA BCM450 6.0 Standard -32 Digital Station Bundle
NTC06603BUE5	N0223109	NA BCM450 6.0 Standard -32 IP Station Bundle
NTC06604BUE5	N0223110	NA BCM450 R6 Standard-Digital Trunk 4x48x0x8 IP with VM48 Bundle
NTC06606BUE5	N0223111	NA BCM450 6.0 Standard -96 IP Station Bundle
NTC06612BUE5	N0223114	NA BCM450 6.0 Redundant -32 Digital Station Bundle
NTC06613BUE5	N0223115	NA BCM450 6.0 Redundant -32 IP Station Bundle
NTC06614BUE5	N0223116	NA BCM450 R6 Redundant -Digital Trunk and 4x48x0x8 IP with VM48 Bundle
NTC06616BUE5	N0223117	NA BCM450 6.0 Redundant -96 IP Station Bundle

Marketing Bundles – EMEA		
PEC	**CPC**	**Description**
BCM50		
NTE801SB05	N0229729	BCM50b TDM Starter - 4 Ext BRI Trunks + GASI
NTE801SE05	N0229730	BCM50b Charcoal TDM Starter - 4 Ext BRI Trunks + GASI
NTE801SH04	N0223708	BCM50b IP Starter - 4 Ext BRI Trunks + GASI
NTE801SM05	N0229733	BCM50 TDM Starter - 4 Ext BRI Trunks + GASI
NTE801SQ05	N0229734	BCM50 Charcoal TDM Starter - 4 Ext BRI Trunks + GASI
NTE801ST04	N0223714	BCM50 IP Starter - 4 Ext BRI Trunks + GASI
NTE803JA05	N0229721	BCM50 TDM Starter - PRI Trunks + GASI
NTE803JD05	N0229722	BCM50 Charcoal TDM Starter - PRI Trunks + GASI
NTE803JG04	N0223696	BCM50 IP Starter - PRI Trunks + GASI
NTE803JK05	N0229723	BCM50 TDM Starter - PRI Trunks + ATA
NTE803JN05	N0229724	BCM50 Charcoal TDM Starter - PRI Trunks + ATA
NTE803JR04	N0223699	BCM50 IP Starter - PRI Trunks + ATA
NTE803JU05	N0229725	BCM50b TDM Starter - 2 Int BRI Trunks + GASI
NTE803JX05	N0229726	BCM50b Charcoal TDM Starter - 2 Int BRI Trunks + GASI
NTE803KA04	N0223702	BCM50b IP Starter - 2 Int BRI Trunks + GASI
NTE803KD05	N0229727	BCM50b TDM Starter - 2 Int BRI Trunks + ATA
NTE803KG05	N0229728	BCM50b Charcoal TDM Starter - 2 Int BRI Trunks + ATA
NTE803KK04	N0223705	BCM50b IP Starter - 2 Int BRI Trunks + ATA
NTE803KN05	N0229731	BCM50b TDM Starter - 4 Ext BRI Trunks + ATA
NTE803KR05	N0229732	BCM50b Charcoal TDM Starter - 4 Ext BRI Trunks + ATA
NTE803KU04	N0223711	BCM50b IP Starter - 4 Ext BRI Trunks + ATA
NTE803LG05	N0229735	BCM50 TDM Starter - 4 GATI + 2 GASI
NTE803LK05	N0229736	BCM50 Charcoal TDM Starter - 4 GATI + 2 GASI
NTE803LN04	N0223720	BCM50 IP Starter - 4 GATI + 2 GASI
NTE803LR05	N0229737	BCM50 TDM Starter - 4 GATI + ATA
NTE803LU05	N0229738	BCM50 Charcoal TDM Starter - 4 GATI + ATA
NTE803LX04	N0223723	BCM50 IP Starter - 4 GATI + ATA
BCM450		
NTE802BA02	N0223687	BCM 450 32 IP User Standard Starter Package
NTE802BB02	N0223688	BCM 450 32 IP User Unified Communications Ready Starter Package
NTE802BC02	N0223689	BCM 450 32 IP User and 10 Agent Contact Centre Starter Package
NTE802BF02	N0223690	BCM 450 32 TDM User Standard Starter Package
NTE802BG02	N0223691	BCM 450 32 TDM User Unified Communications Ready Starter package
NTE802BH02	N0223692	BCM 450 32 TDM User & 10 Agent Contact Centre Starter Pk.
NTE802BQ03	N0229741	BCM450 EMEA Demo System Package
Miscellaneous		
NTE802BO	N0172266	BCM 450 Text vor Melden Standard Functionality
NTE802BP	N0172267	BCM 450 Text vor Melden Advanced Functionality
NTE803MK02	N0205400	BCM50 Text vor Melden - Advanced Functionality
NTE803ML02	N0205401	BCM50 EMEA Software Demo package

Bundle Software Licenses		
NTC01801KC	N0205860	BCM450 IP Telephony Client 32 seat + Voice Messaging 32 Seat + Unified Messaging 8 Seat Paper Authorization License
NTC01802KC	N0205861	BCM450 IP Telephony Client 32 seat + Voice Messaging 32 Seat + Unified Messaging 32 Seat Auth Code + LAN CTE 32 Seat + Fax Messaging + Meet-Me Conferencing Base (10 Ports) Paper Authorization License
NTC01803KC	N0205862	BCM450 IP Telephony Client 32 seat + Voice Messaging 32 Seat + LAN CTE 32 Seat + Intelligent Contact Center with 2 SkillSet and 10 Agents + Reporting for Intelligent Contact Centre Paper Authorization License
NTC01804KC	N0205863	BCM450 Voice Messaging 32 Seat + Unified Messaging 8 Seat Paper Authorization License
NTC01805KC	N0205864	BCM450 Voice Messaging 32 Seat + Unified Messaging 32 Seat Auth Code + LAN CTE 32 Seat + Fax Messaging + Meet-Me Conferencing Base (10 Ports) Paper Authorization License
NTC01806KC	N0205865	BCM450 Voice Messaging 32 Seat + LAN CTE 32 Seat + Intelligent Contact Center with 2 SkillSet and 10 Agents + Reporting for Intelligent Contact Centre Paper Authorization
NTC01807KC	N0205866	EMEA BCM 450 Demo Software Auth Code include 4 IP + 2 VoIP GW + MCDN and QSIG + 16 VMail + VPIM and AMIS + 16 UM + 16 LAN CTE + Fax Suite + ICC (1 SS + 2Agents) + RCC + MCC + MMC(10 ports) + 2 FMFM + 2 InTouch + 2 PCR Paper
NTC01808KC	N0205867	BCM50 1 Exp Chassis Port + 12 Digital Station Ports + 8 Vmail seats + 2 GASI Ports Auth Code
NTC01809KC	N0205868	BCM50 1 Exp Chassis Port + 8 IP Client seats + 8 Vmail seats+ 2 GASI Ports Auth Code
NTC01810KC	N0205869	BCM50 1 Exp Chassis Port + 12 Digital Station Ports + 8 Vmail seats Auth Code
NTC01811KC	N0205870	BCM50 1 Exp Chassis Port + 8 IP Client seats + 8 Vmail seats + 4 Digital Station Ports Auth Code
NTC01812KC	N0205871	BCM50 2 BRI Ports+ 12 Digital Station seats + 8 VMail seats + 2 GASI Ports Auth Code
NTC01813KC	N0205872	BCM50 2 BRI Ports + 8 IP Client seats + 8 VMail seats + 2 GASI Ports Auth Code
NTC01814KC	N0205873	BCM50 2 BRI Ports+ 12 Digital Station seats + 8 VMail seats Auth Code
NTC01815KC	N0205874	BCM50 2 BRI Ports + 8 IP Client seats + 8 VMail seats + 4 Digital Station Ports Auth Code
NTC01816KC	N0205875	BCM50 4 GATI Ports+ 12 Digital Station seats + 8 VMail seats + 2 GASI Ports Auth Code
NTC01817KC	N0205876	BCM50 4 GATI Ports + 8 IP Client seats + 8 VMail seats + 2 GASI Ports Auth Code
NTC01818KC	N0205877	BCM50 4 GATI Ports+ 12 Digital Station seats + 8 VMail seats Auth Code
NTC01819KC	N0205878	BCM50 4 GATI Ports + 8 IP Client seats + 8 VMail seats + 4 Digital Station Ports Auth Code

NTC01821KC	N0205880	EMEA BCM 50 Demo Software Auth Code - 5 IP Clients + 4 Digital Stations+ 2 VoIP GW + MCDN and QSIG + 8 UM + 8 LAN CTE + Fax Suite + ICC (2 SS + 4 Agents) + 2 FMFM + MMC (base code) + 2 InTouch + 2 PCR Auth Code
NTKC1205	N0202744	BCM50 TDM Bundle Authcode - 4x8x2x2IPxVM8 (4 GATI + 8 Digital Stations + 2 GASI + 2 IP seats + 8VoiceMail) Paper Authorization License
NTKC1210	N0202828	BCM50 IP Bundle Authcode - 4x0x2x8 IPx8VM (4 GATI + 2 GASI + 8 IP seats + 8 VoiceMail) Paper Authorization License

Government Solution Codes		
PEC	**CPC**	**Description**
BCM50		
NT9T6466E5	N0224724	BCM50 Expansion - GS
NT9T6566BBGS	N0224722	BCM50 6.0 North American Base System Bundle -GS - Power Cord included
NT9T6566E5	N0224723	BCM50 6.0 - GS
BCM450		
NTC03100SGE6	N0224720	BCM450 6.0 Standard Base System - GS
NTC03100TGE6	N0224721	BCM450 6.0 Redundant Base System - GS
NTC06601GSE6	N0224726	BCM450 6.0 Standard Base System and NA Power Cord Bundle - GS
NTC06611GSE6	N0224727	BCM450 6.0 Redundant Base System and NA Power Cord Bundle - GS
NTC03110SGE6	N0224728	BCM450 Capacity Expansion Card - GS
NTC06520GSE5	N0224946	NA BCM Expansion with Redundant PS & NA Power Cords - GS
NTC06525GSE5	N0224945	NA BCM Expansion with Standard PS & NA Power Cord - GS
NT7B14AAGSE5	N0224732	BCM Expansion Unit with Standard PS - GS
NT7B14AAGTE5	N0224734	BCM Expansion Unit with Redundant PS v.2 - GS
NT5B04AAGSE5	N0224729	BCM Digital Trunk MBM (E1/T1) - GS
NT7B08AAGSE5	N0224731	BCM DSM16 MBM - 16 Digital Station Module - GS
NT7B09AAGSE5	N0224730	BCM DSM32 MBM - 32 Digital Station Module - GS

Schedule

BCM Software and Hardware Retirement Schedule

End-of-Sale announcement	May 31, 2011
Announcement of extended BCM EoS timeline	January 9, 2012
End-of-Sale (last orders subject to availability)	October 1, 2012
Availability of upgrades, expansions, terminals, line cards, modules, and authorization codes	October 1, 2015
Minimum Period of hardware and software Manufacturer's Support Availability after End-of-Sale	October 1, 2015
Minimum Period of Extended Services Support Availability after Manufacturer's Support period	October 1, 2018

For all product codes listed above Avaya will maintain the currently published shipment lead times for the BCM portfolio until July 31, 2011. As of August 1, 2012, Avaya will no longer provide a shipment lead time guarantee for the codes above, but Avaya intends to ship product to all orders received prior to the EoS.

Customers and partners wishing to place larger BCM orders close to the announced BCM EoS dates should engage with their Avaya representatives ahead of time to inform them about quantities and timeline, so that Avaya can plan for sufficient supply.

Minimum Period of Support Availability

The Minimum Period of Support availability represents the minimum period of time after the product End of Sale date, during which Avaya will make available support for the product per the Avaya Manufacturer Support Commitment. For *hardware* support, this period is three (3) years after the End of Sale date. **BCM50 and BCM450 customers on the last BCM software release 6.0 will have the added benefit of *software* support for a minimum of three (3) years after the End of Sale date.**

Additionally, Avaya is providing BCM customers with Extended Services Support for hardware *and* software for three (3) additional years after the Manufacturer's Support period.

Support may be extended past that period at the discretion of Avaya Services, Business Partners or other service providers. For additional information concerning long-term support please contact your service provider.

BCM 5.0 Support

The BCM 6.0 EoS is also affecting the manufacturer support schedule for the BCM 5.0 release. The EoS of BCM 5.0 occurred on Dec 6th, 2010, but SW and HW Hardware Manufacturer Support are based on the BCM 6.0 retirement.

BCM 5.0 Hardware and Software Manufacturer Support will be provided until October 1, 2013, which is one (1) year after the BCM 6.0 EoS. Extended Services Support will be provided until October1, 2018.

BCM 5.0 Software Retirement Schedule

End-of-Sale announcement	September 15, 2010
End-of-Sale (last orders subject to availability)	December 6, 2010
Manufacturer's Support Availability after End-of-Sale	October 1, 2013
Extended Services Support Availability after Manufacturer's Support period	October 1, 2018

Please refer to the BCM Produce Lifecycle Update bulletin for a comprehensive overview of the support timelines for all BCM releases.

Services Support Options

Avaya will continue to offer the current BCM Technical Support offer including SMEC Block of Hours and BCM PASS contracts.

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements.

Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers.

Avaya Manufacturer Support Policy:
http://support.avaya.com/Support_Policy

Additional Information

Please refer to the BCM Product Lifecycle Update bulletin for more information about BCM Lifecycle support including previous releases.
https://partner.avaya.com/ptlWeb/products/P0633/ProductSupportNotices

Avaya BCM Migration Toolkit Page
https://partner.avaya.com/ptlWeb/gs/so/CS201061813262535503 2/C201151610228403031/SN20115161044998023/SN20115161044998023

IP Office 8.0 Sales Toolkit Page
https://enterpriseportal.avaya.com/ptlWeb/smbs/spCP/CS201192610549222032

Avaya website
www.avaya.com/small

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